



CITY OF NEWPORT BEACH CITIZENS TECHNOLOGY TASK FORCE AGENDA

**Central Library Conference Room – 1000 Avocado
Tuesday, May 18, 2010 – 3:00 p.m.**

**Fire Station #3 – 868 Santa Barbara Drive
Tuesday, May 18, 2010 3:45 p.m.**

**Police Department – 870 Santa Barbara Drive
Tuesday, May 18, 2010 - 5:00 p.m.**

Commission Members:

**Ted Cooper (Chair)
Bruce Brandenburg
Timothy Britt
Philip Drachman
David Lown
David Scheeff**

City Staff Support:

**Dan Matusiewicz, Staff Liaison, Acting Deputy
Administrative Services Director**

**Tracy McCraner, Director of Administrative
Services/Treasurer**

I. ROLL CALL (3:00 p.m.)

II. APPROVAL OF MAY 4, 2010 MEETING MINUTES

1. Waive reading of subject minutes, approve as written, and order filed.

Draft Minutes

III. TOUR OF THE IT ENVIRONMENTS IN THE LIBRARY, FIRE, AND POLICE DEPARTMENTS (3:05 p.m.)

The Citizens Technology Task Force Committee is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the agenda be posted at least 72 hours in advance of each meeting and that the public be allowed to comment on agenda items before the Committee and items not on the agenda but are within the subject matter jurisdiction of the Committee. The Committee may limit public comments to a reasonable amount of time, generally either three (3) or five (5) minutes per person. Speakers are encouraged to identify themselves for the minutes.

Please note: Staff may audiotape or videotape the meetings to assist in the preparation of the minutes. Any writings or documents provided to a majority of the Committee regarding any item on this agenda will be made available for public inspection in the City Clerk's Office located at 3300 Newport Boulevard during normal business hours. In addition, such writings and documents will be posted on the City's website at www.newportbeachca.gov.

IV. DIFFERENT MODELS FOR MANAGING, MAINTAINING AND STAFFING TECHNOLOGY IN COMPLEX ORGANIZATIONS (5:00 p.m.)

1. Discuss any significant observations and recommendations based upon the May 4th presentations, meeting and tours on May 4, 2010 and May 18, 2010 (City Hall Data Center, Fire Station 3, Police Traffic Control Center and Central Library).
2. Discuss “Resolution Focus Area 1”, “Different models for managing, maintaining and staffing technology in complex organizations”, and develop recommendations accordingly.

Staff Report - Attachment A: Service Models for IT

IV. APPLICATIONS OF TECHNOLOGY THAT ARE PROVEN TO INCREASE EFFICIENCY AND EFFECTIVENESS OF BUSINESS PROCESSES (5:30 p.m.)

3. Discuss the Deficiencies Noted by IT Staff
Staff Report - Attachment B: Deficiencies Noted by IT Staff
4. Discuss the Department Customer Satisfaction Survey results and develop relevant recommendations.
Staff Report - Attachment C: Customer Satisfaction Survey (Limited Summary)
Staff Report - Attachment D: Customer Satisfaction Survey (Survey Detail)
5. Identify the most important questions/suggestions from our “Parking Lot” list and take appropriate action.
Staff Report - Attachment E: “Parking Lot List” (May 18, 2010)

V. REVIEW FOCUS OF CTTF MEETINGS FOR: JUNE 1, 2010 & JUNE 15, 2010 (6:10 p.m.)

June 1, 2010

Topic: Applications of technology that can improve communication with residents, businesses, and visitors.

June 15, 2010

Topic: Process for creating a municipal technology strategic plan.

VI. PUBLIC COMMENTS (6:20 p.m.)

VII. ADJOURNMENT